Table 9

Processing Time of Complaints Concluded

Processing Time of Complaints Concluded

Time \ Year	03/04	04/05	05/06	06/07	07/08
Less than 1 month	56.4%	52.8%	56.4%	64.7%	49.7%
1 – 3 months	14.8%	12.5%	15.4%	11.6%	18.4%
3 – 6 months	27.0%	32.9%	26.2%	22.3%	30.4%
6 – 9 months	1.0%	1.0.%	1.3%	0.8%	0.9%
9 – 12 months	0.4%	0.6%	0.3%	0.5%	0.4%
More than 12 months	0.4%	0.2%	0.4%	0.1%	0.2%
Total	**4,345**	**5,023**	**4,309**	**5,340**	**4,644**

Processing Time of Complaints Concluded by Full Investigation and Other Modes

Time \ Year	03/04	04/05	05/06	06/07	07/08
Concluded by full investigation					
Less than 3 months	37.7%	0.8%	3.6%	0.0%	0.0%
3 – 6 months	45.4%	36.8%	23.7%	36.6%	23.6%
6 – 9 months	8.4%	28.8%	32.7%	22.5%	21.1%
9 – 12 months	3.9%	24.8%	21.8%	32.4%	34.2%
More than 12 months	4.6%	8.8%	18.2%	8.5%	21.0%
Number of complaints	**284**	**125**	**55**	**71**	**38**
Concluded by other modes					
Less than 1 month	60.3%	54.1%	57.1%	65.6%	50.1%
1 – 3 months	13.2%	12.8%	15.6%	11.7%	18.6%
3 – 6 months	25.7%	32.8%	26.3%	22.1%	30.4%
6 – 9 months	0.5%	0.3%	0.9%	0.5%	0.7%
9 – 12 months	0.2%	0.0%	0.0%	0.1%	0.2%
More than 12 months	0.1%	0.0%	0.1%	0.0%	0.0%
Number of complaints	**4,061**	**4,898**	**4,254**	**5,269**	**4,606**